PINION RESEARCH

WILSON PERKINS ALLEN OPINION RESEARCH

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ADULTS		SATISFACTION SURVEY_MQ_130314.DOCX
SAMPL n=600 NO COI	Adults ((n=75 per district) ALL QUESTIONS/NOTE DIFFERENCES IN QUESTION BY SAMPLE SPECIFICATION
Resear the City	ch, a na y of New	N: Good evening. My name is and I'm calling from Wilson Perkins Allen Opinion ational public opinion firm. This evening we're conducting a short scientific survey about issues facing of Orleans and we'd like to get your opinions. All of your responses will remain completely confidential by the identified by name or by telephone number in any reports of this information. DO NOT PAUSE
1.	of the Orleans	
2.	And in 1. 2. 3. 4. 5. 6. 7. 8. 9.	What year were you born? TERMINATE IF UNDER 18, RECODE INTO AGE CATEGORIES Under 18 ask for member of household over 18. GO TO Q1 18-24 16% 25-34 20% 35-44 16% 45-54 19% 55-64 15% 65-74 8% 75+ 7% DK / Refused TERMINATE
3.	And ha 1. 2.	Yes



4. Now, thinking about the police department here in New Orleans, would you say that you are ROTATE satisfied or unsatisfied END ROTATION with the New Orleans Police Department overall?

IF SATISFIED/UNSATISFIED, ASK:

And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

	TOTAL SATISFIED TOTAL UNSATISFIED	Aug <u>'09</u> 33% 60%	Aug <u>10</u> 50% 42%	Feb '11 60% 34%	Aug <u>'11</u> 47% 46%	Feb '12 61% 33%	Aug <u>12</u> 56% 35%	March '13 58% 33%
	TOTAL GROATION ILD	00%	7270	37 /0	40%	3370	3370	3370
1.	Very Satisfied	9%	16%	18%	14%	21%	17%	23%
2.	Somewhat Satisfied	24%	34%	42%	32%	40%	39%	35%
3.	Neither Satisfied nor Unsatisfied DNR	5%	4%	6%	6%	5%	9%	8%
4.	Somewhat Unsatisfied	28%	15%	14%	19%	15%	17%	16%
5.	Very Unsatisfied	32%	27%	20%	27%	18%	18%	18%
6.	Don't Know/Refused DNR	2%	3%	<1%	2%	1%	<1%	1%

5. And thinking about police performance in your neighborhood, would you say that you are ROTATE satisfied or unsatisfied END ROTATION with police performance in your neighborhood overall?

IF SATISFIED/UNSATISFIED, ASK:

And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

	TOTAL SATISFIED	<u>March '13</u> 66%
	TOTAL UNSATISFIED	26%
1.	Very Satisfied	34%
2.	Somewhat Satisfied	32%
3.	Neither Satisfied nor Unsatisfied DNR	6%
4.	Somewhat Unsatisfied	10%
5.	Very Unsatisfied	15%
6.	Don't Know/Refused DNR	2%



Next I am going to read you some specific aspects of the New Orleans Police Department's job. For each one please tell me whether you are ROTATE satisfied or unsatisfied END ROTATION with the New Orleans Police Department in that area.

IF SATISFIED/UNSATISFIED, ASK:

And, would you say are VERY (satisfied/unsatisfied) or just SOMEWHAT?

The (first/next) one is...RANDOMIZE

The (f	irst/next) one is <u> RANDOMIZE</u>	1		1	ı	I N ::: O :	1	ı	1	DICC
			Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat DNR 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/ Ref DNR 6.
		Aug '09	33%	7%	26%	2%	26%	37%	63%	1%
		Aug '10	40%	14%	26%	4%	19%	34%	52%	4%
0	Effects to a delicate delicate	Feb '11	47%	14%	34%	6%	17%	28%	45%	2%
6.	Efforts to address violent crime	<u>Aug '11</u>	50%	12%	38%	3%	16%	28%	44%	3%
	onno	Feb '12	56%	22%	34%	5%	16%	22%	37%	1%
		<u>Aug '12</u>	46%	17%	29%	3%	18%	30%	47%	4%
		March '13	55%	19%	35%	5%	17%	22%	39%	1%
		<u>Aug '09</u>	39%	7%	32%	3%	25%	30%	56%	3%
		<u>Aug '10</u>	51%	17%	34%	8%	14%	24%	38%	3%
7.	Efforts to address srimes	<u>Feb '11</u>	56%	15%	41%	7%	16%	17%	33%	4%
1.	Efforts to address crimes against property, like homes and businesses.	<u>Aug '11</u>	52%	17%	35%	6%	17%	22%	39%	3%
		Feb '12	58%	23%	35%	7%	14%	18%	32%	3%
		<u>Aug '12</u>	55%	22%	33%	5%	15%	19%	35%	5%
		March '13	59%	23%	36%	6%	14%	16%	30%	4%
		Aug '09	19%	5%	14%	3%	20%	55%	75%	3%
		Aug '10	27%	9%	18%	6%	16%	47%	63%	5%
		Feb '11	31%	9%	23%	5%	20%	40%	61%	3%
8.	Getting drugs off the streets	Aug '11	29%	10%	19%	5%	20%	42%	62%	4%
	5116615	Feb '12	33%	11%	22%	8%	17%	37%	54%	5%
		Aug '12	38%	14%	24%	5%	13%	42%	55%	3%
		March '13	42%	18%	24%	4%	18%	34%	52%	2%
		<u>Aug '09</u>	55%	18%	38%	7%	15%	20%	35%	3%
		<u>Aug '10</u>	56%	22%	34%	7%	13%	21%	34%	3%
		Feb '11	62%	24%	38%	5%	15%	16%	31%	2%
9.	Enforcing traffic laws	<u>Aug '11</u>	57%	24%	33%	3%	16%	20%	37%	4%
		Feb '12	63%	29%	34%	6%	13%	16%	28%	2%
		<u>Aug '12</u>	60%	28%	32%	6%	11%	20%	31%	4%
		March '13	57%	27%	30%	6%	17%	16%	34%	3%



						Neither Sat				DK/
				Very	Smwt	nor Unsat	Smwt	Very		Ref
			Total Sat	Sat 1.	Sat 2.	DNR 3.	Unsat 4.	Unsat 5.	Total Unsat	DNR 6.
		Aug '09	41%	10%	31%	5%	25%	27%	52%	2%
		<u>Aug '10</u>	50%	19%	31%	7%	14%	26%	40%	3%
10.	Cooperating with the	Feb '11	65%	22%	43%	4%	13%	14%	28%	3%
Ξ0.	public to address their	<u>Aug '11</u>	55%	17%	38%	5%	19%	19%	38%	3%
	concerns	Feb '12	61%	26%	35%	6%	13%	17%	30%	3%
		<u>Aug '12</u>	62%	22%	40%	6%	12%	18%	30%	2%
		March '13	63%	25%	38%	8%	11%	17%	28%	1%
		<u>Aug '09</u>	40%	7%	33%	6%	24%	25%	49%	5%
	The honesty and integrity of New Orleans Police officers	<u>Aug '10</u>	37%	12%	25%	8%	17%	34%	51%	3%
11.		<u>Feb '11</u>	45%	12%	33%	7%	24%	22%	46%	2%
		<u>Aug '11</u>	37%	11%	26%	5%	24%	32%	56%	3%
		Feb '12	49%	18%	31%	7%	18%	23%	41%	3%
		<u>Aug '12</u>	52%	18%	34%	5%	16%	24%	40%	3%
		March '13	51%	20%	31%	7%	17%	23%	39%	2%
		Aug '09	49%	10%	39%	5%	22%	21%	44%	3%
		<u>Aug '10</u>	48%	18%	30%	6%	16%	26%	42%	3%
12.	The professionalism of	Feb '11	56%	18%	38%	7%	20%	16%	36%	1%
	New Orleans Police	<u>Aug '11</u>	51%	17%	35%	3%	20%	24%	44%	2%
	officers	Feb '12	61%	24%	37%	5%	16%	16%	32%	2%
		<u>Aug '12</u>	60%	26%	34%	3%	15%	20%	34%	3%
		March '13	61%	23%	39%	9%	11%	17%	28%	1%
		<u>Aug '09</u>	50%	11%	38%	6%	21%	20%	41%	3%
		Aug '10	45%	15%	30%	8%	15%	29%	44%	3%
13.	The general attitude and	Feb '11	58%	17%	41%	6%	16%	17%	33%	3%
	behavior of officers toward	<u>Aug '11</u>	51%	16%	35%	4%	19%	24%	43%	3%
	citizens	Feb '12	57%	21%	36%	5%	15%	19%	34%	4%
		Aug '12	55%	24%	31%	5%	16%	19%	35%	4%
		March '13	58%	22%	36%	10%	15%	17%	32%	1%



			Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat DNR 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/ Ref DNR 6.
		Aug '09	43%	8%	34%	5%	30%	19%	49%	3%
		<u>Aug '10</u>	46%	15%	32%	5%	17%	28%	46%	3%
14.	The overall competence of the New Orleans Police Department	Feb '11	54%	14%	40%	6%	22%	17%	39%	1%
_		<u>Aug '11</u>	45%	10%	35%	5%	22%	24%	47%	3%
		Feb '12	57%	20%	37%	11%	11%	19%	30%	2%
		Aug '12	55%	21%	34%	4%	17%	22%	38%	2%
		March '13	60%	23%	37%	7%	13%	17%	30%	3%

Please tell me if you ROTATE agree or disagree END ROTATION with each of the following statements:

IF AGREE/DISAGREE, ASK:

And, would you say STRONGLY (agree/disagree) or just SOMEWHAT?

The (first/next) one is...RANDOMIZE

			Total Agree	Strongly Agree 1.	Somewhat Agree 2.	Neither Agree / Disagree DNR 3.	Somewhat Disagree 4.	Strongly Disagree 5.	Total Disagree	DK/ Ref DNR 6.
		Aug '09	69%	31%	38%	2%	15%	14%	29%	0%
	I feel safe in my own neighborhood	Aug '10	76%	49%	27%	1%	8%	15%	23%	<1%
4 =		Feb '11	74%	37%	37%	1%	12%	12%	25%	<1%
15.		<u>Aug '11</u>	77%	46%	32%	3%	10%	10%	20%	0%
		Feb '12	81%	53%	29%	1%	6%	11%	17%	<1%
		Aug '12	79%	47%	31%	1%	7%	13%	21%	0%
		March '13	79%	54%	25%	1%	8%	11%	19%	1%
		<u>Aug '09</u>	34%	6%	28%	7%	29%	29%	58%	1%
		<u>Aug '10</u>	44%	20%	24%	6%	19%	28%	47%	3%
16.	I feel safe visiting other	Feb '11	45%	14%	31%	6%	21%	26%	48%	1%
	areas in New Orleans, outside of my own	<u>Aug '11</u>	42%	11%	31%	5%	22%	28%	50%	3%
	neighborhood	Feb '12	39%	14%	25%	4%	18%	36%	54%	3%
		<u>Aug '12</u>	51%	15%	36%	5%	18%	25%	44%	1%
		March '13	45%	19%	26%	7%	20%	28%	48%	<1%

17. Have you or any member of your household been the victim of a crime during the past twelve months?

		<u> Aug '09</u>	<u> Aug '10</u>	<u>Feb '11</u>	<u> Aug '11</u>	Feb '12	Aug '12	<u> march 13</u>
1.	Yes	14%	12%	11%	14%	12%	12%	10%
2.	No	86%	87%	89%	85%	88%	88%	90%
3.	Don't Know/Refused DNR	<1%	<1%	0%	1%	<1%	0%	<1%



IF Q17:1 ASK:

N=59

18. Please tell me, specifically, what the crime was. VERBATIM RESPONSES CODED BELOW

	TOTAL VIOLENT CRIME TOTAL PROPERTY CRIME	Aug '10 19% 69%	Feb '11 17% 66%	Aug '11 24% 60%	Feb '12 9% 58%	Aug <u>12</u> 13% 73%	March '13 23% 66%
1.	Rape / Sexual assault	0%	1%	0%	0%	0%	0%
2.	Robbery	12%	11%	14%	8%	10%	18%
3.	Aggravated assault	1%	6%	1%	0%	0%	7%
4.	Simple assault	6%	9%	10%	1%	3%	2%
5.	Burglary	14%	11%	17%	18%	41%	36%
6.	Motor vehicle theft	23%	22%	24%	24%	24%	16%
7.	Theft / Larceny	29%	22%	16%	14%	4%	18%
8.	Vandalism	3%	11%	2%	2%	7%	4%
9.	All other crime (specify)	5%	5%	11%	28%	11%	10%
10.	DK/ Refused DNR	6%	3%	5%	6%	0%	7%

IF Q17:1 ASK:

N=59

19. Did the crime occur in New Orleans or Orleans Parish or somewhere else?

		<u>Aug '10</u>	Feb '11	<u> Aug '11</u>	Feb '12	<u>Aug '12</u>	March '13
1.	New Orleans / Orleans Parish	100%	87%	93%	90%	97%	91%
2.	Somewhere else	0%	13%	7%	10%	3%	9%
3.	DK/ Refused DNR	0%	0%	0%	0%	0%	0%

IF Q19:1 ASK:

V=54

20. Did the crime occur in your neighborhood?

		March '13
1.	Yes	78%
2.	No	22%
3.	DK/ Refused DNR	0%

IF Q19:1, ASK:

N=54

21. And did you report the crime to the New Orleans Police Department?

		<u> Aug '10</u>	<u>Feb '11</u>	<u> Aug '11</u>	<u>Feb '12</u>	<u> Aug '12</u>	March '13
1.	Yes	79%	82%	84%	78%	92%	75%
2.	No	20%	15%	14%	13%	7%	22%
3.	Don't Know/Refused DNR	2%	0%	2%	8%	0%	3%



22. Have you had any contact with officers of the New Orleans Police Department in the past 12 months?

		<u> Aug '09</u>	<u> Aug '10</u>	<u>Feb '11</u>	<u> Aug '11</u>	Feb '12	<u> Aug '12</u>	March '13
1.	Yes	43%	41%	39%	39%	31%	34%	25%
2.	No	57%	59%	60%	61%	69%	66%	75%
3.	Don't Know/Refused DNR	<1%	<1%	<1%	<1%	<1%	0%	<1%

IF Q22:1, ASK

N=150

23. Was this contact initiated by you or by the police officer?

		Aug '09	<u>Aug '10</u>	Feb '11	<u> Aug '11</u>	Feb '12	<u>Aug '12</u>	March '13
1.	Respondent	55%	54%	52%	58%	57%	56%	52%
2.	Police officer	26%	25%	27%	24%	17%	30%	28%
3.	Both DNR	9%	14%	12%	12%	13%	8%	9%
4.	Neither DNR	9%	6%	5%	6%	10%	5%	9%
5.	Don't Know/Refused DNR	2%	1%	3%	<1%	3%	1%	1%

IF Q22:1, ASK

N=150

24. And what was the immediate result of your contact with the New Orleans Police Officer? RANDOMIZE

		March '13
1.	Officer wrote a ticket	6%
2.	Officer issued a summons to appear in court	5%
4.	Officer issued a warning	4%
3.	Officer made an arrest	3%
5.	Nothing DNR	63%
6.	Don't Know/Refused DNR	19%

IF Q22:1, ASK

N=150

How clearly did the police officer explain the reason for the contact or interaction? Would you say it was explained ROTATE TOP-TO-BOTTOM, BOTTOM-TO-TOP very clearly, somewhat clearly, not that clearly, or not at all clearly?

	TOTAL CLEARLY	March '13 61%
	TOTAL NOT CLEARLY	19%
1.	Very Clearly	47%
2.	Somewhat Clearly	15%
3.	Don't Know/Refused DNR	19%
4.	Not that Clearly	6%
5.	Not at all Clearly	14%



IF Q22:1, ASK

N = 150

And did the officer explain tell you what you had to do once the contact was over?

		March '13
1.	Yes	55%
2.	No	21%
3.	Don't Know/Refused DNR	24%

IF Q22:1, ASK

N = 150

27. Overall, would you say that you are ROTATE satisfied or unsatisfied END ROTATION with the way the police officer handled your situation?

IF SATISFIED/UNSATISFIED, ASK:

And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

	TOTAL SATISFIED	<u>March '13</u> 72%
	TOTAL UNSATISFIED	21%
1.	Very Satisfied	45%
2.	Somewhat Satisfied	27%
3.	Neither Satisfied nor Unsatisfied DNR	5%
4.	Somewhat Unsatisfied	6%
5.	Very Unsatisfied	15%
6.	Don't Know/Refused DNR	3%

28. Have you called or visited any New Orleans City Police Station in the past 12 months?

		<u> Aug '09</u>	<u> Aug '10</u>	<u>Feb '11</u>	<u> Aug '11</u>	Feb '12	<u> Aug '12</u>	March '13
1.	Yes	22%	21%	17%	16%	13%	13%	12%
2.	No	78%	79%	83%	84%	87%	87%	88%
3.	Don't Know/Refused DNR	<1%	0%	<1%	<1%	0%	0%	<1%

IF Q28:1 ASK:

N=71

29. Was the police station in your neighborhood?

		March '13
1.	Yes	51%
2.	No	39%
3.	DK/ Refused DNR	10%



IF YES ON Q17, 22, OR 28, READ INTRO AND THEN ASK Q30-31 AS APPROPRIATE

Now, thinking some more about the contact you have had with the New Orleans police department recently, I am going to read you each of the ways you said you have been in contact with the department one at a time. For each one I would like you to tell me about the attitude and courtesy of the New Orleans police Department employee you had contact with.

As I read each one, please tell me if you recall that New Orleans police department employee as being ROTATE pleasant and courteous or rude and unpleasant END ROTATION.

IF PLEASANT/UNPLEASANT, ASK:

And would you say that person was VERY (pleasant and courteous/rude and unpleasant) or just SOMEWHAT?

The (first/next) one is...RANDOMIZE

			Total Pleasant	Very Pleasant 1.	Somewhat Pleasant 2.	Neither /Neutral DNR 3.	Somewhat Unpleasant 4.	Very Unpleasant 5.	Total Unpleasant	DK/ Ref DNR 6.
		Aug '09	53%	27%	26%	15%	9%	16%	25%	7%
	:1 OR 22:1, ASK	<u>Aug '10</u>	75%	52%	24%	6%	6%	9%	15 %	3%
N=175 30.	Officers of the New	Feb '11	77%	44%	32%	4%	7%	8%	15%	4%
00.	Orleans Police	Aug '11	77%	48%	29%	6%	4%	9%	13%	4%
	Department you met outside of a police station	Feb '12	71%	46%	25%	9%	4%	9%	14%	5%
		Aug '12	80%	51%	30%	6%	4%	4%	8%	6%
		March '13	74%	51%	24%	11%	2%	6%	8%	6%
		Aug '09	77%	41%	36%	8%	9%	2%	11%	4%
		Aug '10	51%	28%	23%	20%	8%	12%	20%	3 %
IF Q28 N=71	3:1, ASK	Feb '11	71%	38%	33%	5%	6%	7%	13%	11%
31.	Employees at New Orleans Police Stations	<u>Aug '11</u>	72%	46%	25%	6%	7%	5%	13%	10%
		Feb '12	57%	38%	19%	19%	6%	8%	13%	10%
		Aug '12	59%	42%	17%	12%	9%	6%	15%	14%
		March '13	62%	43%	20%	12%	5%	15%	19%	6%



32. Would you say you are ROTATE familiar or unfamiliar END ROTATION with Crimestoppers, the citizen-run anonymous tip line that offers cash rewards for information about felony crimes?

IF FAMILIER/UNFAMILIAR, ASK:

And would you say you are VERY (familiar/unfamiliar) or just SOMEWHAT (familiar/unfamiliar)?

	TOTAL FAMILIAR	<u>Aug '12</u> 88%	March '13 79%
	TOTAL UNFAMILIAR	10%	17%
1.	Very Familiar	45%	47%
2.	Somewhat Familiar	42%	32%
3.	Never Heard of DNR	2%	3%
4.	DK/Refused DNR	0%	1%
5.	Somewhat Unfamiliar	6%	8%
6.	Very Unfamiliar	5%	9%

IF Q32=1-2, ASK:

N=475

If you had information about a felony crime, would you call Crimestoppers to anonymously share what you knew with law enforcement?

IF YES/ NO, ASK:

And, would you say you DEFINITELY (would/would not) call or PROBABLY (would/would not) call Crimestoppers?

	TOTAL WOULD TOTAL WOULD NOT	Aug <u>12</u> 90% 6%	March '13 90% 7%
1.	Definitely Would	82%	79%
2.	Probably Would	8%	10%
3.	DK/Refused DNR	4%	4%
4.	Probably Would Not	2%	4%
5.	Definitely Would Not	4%	3%



Now, thinking about the rules regarding Police Department evaluations...

34. Civil Service rules on performance evaluations and requirements for promotions value Civil Service criteria over input from Police Department leaders on police officers' job performance. Do you ROTATE agree or disagree END ROTATION that these Civil Services rules limit the effectiveness of the New Orleans Police Department?

IF AGREE/DISAGREE:

And, would you say you STRONGLY (agree/disagree) or just SOMEWHAT?

	TOTAL AGREE TOTAL DISAGREE	March <u>113</u> 46% 22%
1.	Strongly Agree	23%
2.	Somewhat Agree	23%
3.	Undecided/DK/Refused DNR	32%
4.	Somewhat Disagree	10%
5.	Strongly Disagree	12%

As you may know, the Civil Service Department requires a one-size-fits-all form for evaluating all city employees and controls the process of promoting police officers. Would you ROTATE support or oppose END ROTATION changing Civil Service rules to create specific evaluation forms for police officers based on clearly defined performance expectations that could be used by Police Department leadership in the promotion process?

IF SUPPORT/OPPOSE:

And, would you say you STRONGLY (support/oppose) changing these Civil Service rules, or just SOMEWHAT?

	TOTAL SUPPORT TOTAL OPPOSE	<u>March '13</u> 74% 12%
1.	Strongly Support	58%
2.	Somewhat Support	16%
3.	Undecided/DK/Refused DNR	14%
4.	Somewhat Oppose	7%
5.	Strongly Oppose	5%



Now, just a few more questions for statistical purposes...

36.	What is the highest level of formal education you have completed?					
	1. Less than high school graduate					
	High school graduate					
	3.	Some College	31% 28%			
	4.	College graduate	16%			
	5.	Post graduate	14%			
	6.	DK/Refused DNR	<1%			
37.	What is	your race?				
	1.	White	34%			
	2.	Hispanic, Mexican, Latino, Spanish	5%			
	3.	African-American	56%			
	4.	Asian	3%			
	5.	Other (specify)	1%			
	6.	Refused DNR	1%			
38.						
	1.	Less than 1 year	1%			
	2.	1 to 4 years	4%			
	3.	5 to 9 years	4%			
	4.	10 to 15 years	4%			
	5.	More than 15 years	86%			
	6.	DK/ Refused DNR	1%			
39.	. Do you own or manage a business in New Orleans? IF YES SPECIFY OW					
	1.	Yes, own	7%			
	2.	Yes, manage	1%			
	3.	DK / Refused DNR	<1%			
	4.	No	92%			
40.	Sex: BY OBSERVATION					
	1.	Male	48%			

Female

2.

52%



41. Police District: PRE-CODE

1.	District 1	9%
2.	District 2	19%
3.	District 3	17%
4.	District 4	15%
5.	District 5	8%
6.	District 6	12%
7.	District 7	16%
8.	District 8	4%